



July 23, 2010

### **This Week:**

- Recent media coverage
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### **Recent media coverage**

I would like to share recent media coverage in two local papers. The Kitsap Sun reports that the Washington State Transportation Commission's ongoing survey of ferry riders indicates that customers are happier than expected with state ferries. The Commission's survey group reports that 72 percent of respondents were satisfied with ferries and 53 percent said that ferries were a good value. Read more at [www.kitsapsun.com/news/2010/jul/19/survey-shows-riders-are-happier-than-expected/#ixzz0uEwD5sRp](http://www.kitsapsun.com/news/2010/jul/19/survey-shows-riders-are-happier-than-expected/#ixzz0uEwD5sRp). To learn more about the Commission's survey and how to get involved, visit [ferryridersopiniongroup.com](http://ferryridersopiniongroup.com).

The Port Orchard Independent recognized two outstanding ferry employees at the Southworth Ferry Terminal, Ticket Sellers Don Clark and Joy Simpson. Don and Joy started with WSF in the early 1990s and clearly have made a positive impact on the customers of this route. Read more at [www.pnwlocalnews.com/kitsap/poi/community/98760664.html](http://www.pnwlocalnews.com/kitsap/poi/community/98760664.html).

### **Customer compliment**

I received this very kind e-mail from a Whidbey Island resident and customer on the Mukilteo/Clinton route. He granted me permission to share his e-mail with my readers. I want to thank the staff on this route for their extraordinary efforts, especially Ticket Seller Amy Bond.

*For the last three years I've been taking my wife... from Whidbey to Seattle at least once every week for cancer treatment. We've been using the medical priority boarding system and I wanted to let you know how much we appreciate that system and the way in which your booth staff and boat crews handle it both at Clinton, and most especially at Mukilteo. [My wife] had cancer in her bones which made it uncomfortable for her to sit for long periods, and being able to avoid the long ferry lines of the rush hour or the summer was a boon. I brought her home from hospital on July 5. The booth attendant at Mukilteo with whom we most often dealt is Amy, in the priority/vanpool booth, and she always asked how [my wife] was and took a moment or two to chat back and forth. Those few words, and her cheery smile, often brightened what could be a painful journey.*

### **San Juan Islands fall schedule available**

Thanks to all of our customers who commented on the two proposals for the Anacortes/San Juan Islands/Sidney, B.C. fall schedule, which we provided for your review in June. We read all of your suggestions and made adjustments where possible, given our objectives to improve schedule reliability and adhere to U.S. Coast Guard crew endurance requirements. Some changes that reflect customer input include:

- Providing a 6:00 p.m. sailing from Anacortes to Friday Harbor.
- Providing a 4:30 p.m. sailing from Shaw to Anacortes.
- Loading only walk-on traffic at the 11:45 a.m. stop at Lopez.
- The 8:25 p.m. sailing from Anacortes will stop at Lopez and Friday Harbor and the 8:55 p.m. sailing from Anacortes will stop at Shaw and Orcas.

The feedback we received from the Ferry Advisory Committee is that these changes resolved the majority of customer issues. To get a copy of the final fall 2010 schedule, visit [www.wsdot.wa.gov/ferries/Service/ScheduleProposals.htm](http://www.wsdot.wa.gov/ferries/Service/ScheduleProposals.htm).

**PVA National Expert Review Panel**

Yesterday and today, I met with the Passenger Vessel Association (PVA) National Expert Review Panel to discuss their ongoing review of ferry system operations. As I have mentioned in previous reports, the Governor and the Legislature asked PVA to convene an expert panel to conduct an independent review of the operation and management practices of the ferry system. I greatly appreciate the expertise on this panel and look forward to our continued conversations. A report from the panel is expected in August.

**Next Week:**

I am out of the office next week on annual leave. The next weekly report will be Friday, August 6.

David Moseley's weekly reports are available on the WSDOT Ferries Division Web site at [www.wsdot.wa.gov/ferries/weekly](http://www.wsdot.wa.gov/ferries/weekly).

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